

## OFFICE POLICIES

Welcome and thank you for choosing this office for your medical needs. We will do our best so that your experience here is a pleasant one. For smooth functioning at each visit, there are some office policies that you should understand. They are:

1. Appointments must be made in advance for all services.
2. There may be a charge for missed appointments. If you cannot keep an appointment, please cancel it at least 24 hours prior to your appointment time. We will be happy to reschedule your appointment.
3. If you become ill and wish to be seen by the doctor that day, please call the office first so that we can give you a time convenient to the day's schedule. Please do not arrive and expect to be seen immediately. Most times we can accommodate you that day if necessary.
4. **OFFICE HOURS:** we are open 4 days a week – Monday, Tuesday, Wednesday and Thursday. We are closed on Friday and the weekend. We do work some Saturdays for our patients who work full time and cannot come during our regular hours but we do not schedule Physical Exams on a Saturday. If it is after hours or on a weekend, the doctor is available for **MEDICAL EMERGENCIES**. Dr. Bakhru or a covering physician will return your call. **APPOINTMENTS, PRESCRIPTION REFILLS AND REFERRALS ARE HANDLED DURING REGULAR OFFICE HOURS.** Please note that a prescription renewal is not an emergency. You should call at least a few days before the weekend/holiday if you are running low on prescribed medications.
5. Complete blood profiles will be done at any hospital lab, MDS Hudson Valley Lab, Quest or Labcorp. Patients must fast from midnight until blood is drawn; refrain from taking medications as well. You must have written orders from this office for any lab work. Patients are responsible for scheduling appointments at participating labs according to their insurance plans. X-rays can be done at either a local hospital, DRA or Mid Hudson Radiology. Please check with your insurance company to see if you should go to a participating facility.
6. **PLEASE** see the receptionist before leaving the office. At that time you can arrange the following:
  - a. you will settle the charges for the visit. Co-payments are to be paid when you sign-in at the front window. A \$5.00 charge will be added to accounts requiring a co-payment not made at the time of service. All co-payments are due at the time of service. There will be a \$20.00 service charge on any returned check.
  - b. Schedule your next appointment for any service that you may require (a follow-up visit, an Annual Physical Exam, a Pulmonary Function Test). If it is necessary to change the date or time for this appointment, please call the office. Due to the new HIPAA requirements, we can no longer call patients to remind them of their appointments.

- c. Obtain any prescription renewals that you will need until your next appointment. This helps eliminate unnecessary calls.
  - d. Some insurance companies including Medicare DO NOT cover injections. The fee for any non-covered services is the patient's responsibility at the time of service.
7. **MEDICARE PATIENTS:**  
You have a \$100.00 deductible which applies each year. If you have secondary insurance coverage, send a copy of the EOB from Medicare with a completed insurance form to your secondary insurance.
8. This office participates in a number of different insurance plans. After we have verified your eligibility status and you have met your deductible, if applicable to your plan, we will be glad to bill your insurance carrier for payment. The patient is financially responsible for co-payment, co-insurance or deductible fees, and any procedures not approved by your insurance company.
9. If there is a change in your address, home phone, work phone or insurance company, please inform this office immediately.
10. If you are in an HMO or switch to one, please call your insurance company and make sure they have Dr. Bakhru as your Primary Care Physician in their computer system. Not doing this will make you responsible for the office visit charge.
11. **REFERRALS OR HOSPITALIZATION:** It is the patient's responsibility to get a referral from this office PRIOR to a visit to a participating specialist. **NO REFERRALS WILL BE GIVEN AFTER THE APPOINTMENT HAS OCCURRED.** The patient must notify their insurance company of a hospital admission. This office now requires that you see the doctor BEFORE any referrals can be given to any physician or facility. You need to see the doctor BEFORE contacting another physician or facility where a referral is required. ALL Managed Care Companies require documentation in the patient's clinical record for all referrals that are given by the primary care physician. The Managed Care Companies also require a written report from the doctor or facility where you are referred. When you see the doctor, you can discuss the referral and, if appropriate, the doctor will authorize the referral. **NO** referrals will be faxed to any physician and no further referrals will be given if the physician fails to provide a written report. No referrals will be backdated to cover visits, which have already occurred. Managed Care Guidelines are very strict and have been in place for several years so that all physicians and their staff are well aware of these policies. Referrals will be given for 2 visits. After the second visit, you must see the doctor to determine if a further referral is necessary. Many times a visit to our office will eliminate the need for a patient to obtain a referral to another physician.

Thank you for your cooperation with these policies.

**NEW OFFICE POLICY REGARDING REFERRALS FOR OUR MANAGED CARE PATIENTS**

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**NO REFERRALS WILL BE GIVEN AFTER THE APPOINTMENT HAS OCCURRED.**

The patient must notify their insurance company of a hospital admission.

This office now requires that you see the doctor **BEFORE** any referrals can be given to any physician or facility.

You need to see the doctor **BEFORE** contacting another physician or facility where a referral is required.

**ALL** Managed Care Companies require documentation in the patient's clinical record for all referrals that are given by the primary care physician. The Managed Care Companies also require a written report from the doctor or facility where you are referred.

When you see the doctor, you can discuss the referral and, if appropriate, the doctor will authorize the referral.

**NO** referrals will be faxed to any physician and no further referrals will be given if the physician fails to provide a written report. No referrals will be backdated to cover visits, which have already occurred. Managed Care Guidelines are very strict and have been in place for several years so that all physicians and their staff are well aware of these policies.

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Thank you for your cooperation with this policy.